

## **Kenosha County Stakeholder Involvement Plan Long Term Care Redesign**

Local stakeholder involvement, including consumers, caregivers, guardians, providers, policy makers and others is important to the success of a reformed and improved long term care delivery system. In fact stakeholders in Kenosha County have been talking about and waiting for Long Term Care Reform for almost 10 years. It has been the constant topic of our Long Term Care Council, Commission on Aging, Disability Services Committee, Resource Center Board, ARC and other groups.

We held consumer focus groups in 1997, a community forum and dialogue meetings in 1998, another long term care forum in 2003 and caregiver focus groups in 2002 and 2005.

With the governor's announcement of Family Care expansion to Kenosha and projected implementation beginning in 2007, the following activities will be employed to elicit meaningful input from stakeholders in the planning and implementation.

1. A Managed Long-Term Care web site will be created that is accessible from the Kenosha County home page and from the Kenosha County DHS home page. The site will contain at least the following sections:
  - Background. Mostly static information explaining the background of Long-Term Care Redesign, its link to Family Care, why Wisconsin is pursuing long term care reform as a public policy direction, and what our regional model is (i.e., SEWCMO). The section will contain links to relevant DHFS and related sites that provide background and basic definitional information.
  - FAQ. A set of basic questions of probably interest to the public or particular stakeholders with answers provided. Would be updated periodically as new question-answer combinations suggested themselves.
  - Monthly Update. Summaries of current activities and recent developments in managed long-term care planning and implementation at the statewide, regional and Kenosha County levels. This content will be updated monthly and also disseminated to selected stakeholders in hardcopy (see #2 below).
  - Contacts and Comments. A listing of basic organizational and contact information at the state DHFS, regional CMO and Kenosha County DHS levels. Also a text input and e-mail section through which questions, comments or suggestions may be sent to any of the three. Response to written input would be a standardized e-mail courtesy reply. All input received would be looked at as potential content for the FAQ section.
  - Further Information or Help. A section of links to on-line resources for further information or specific types of assistance. Of primary importance locally would be contact information for Kenosha's ADRC.
2. A one-page *Long Term Care Reform Update* is revised monthly and distributed in hard copy to stakeholder groups. It contains information about the background and status of planning. The monthly update information will parallel the information

contained in the “Monthly Update” section of the KCDHS Managed Long Term Care web site.

3. The directors or management staff of the divisions of Aging Services and Disability Services provide information and updates at the meetings of the following groups and encourage questions and input from their members.

Long Term Care Council	Human Services Committee
Resource Center Board	Human Services Board
Commission on Aging	Disability Services Committee
ARC	LTC Workforce Alliance

4. At least two large community-wide meetings, conducted jointly by Kenosha County and Community Care, Inc. will be held to inform stakeholders of the current directions in long term care reform and seek their input. The agenda will include:

- Background and purpose of LTC redesign
- Status of statewide planning
- Care management models
- Directions of local planning
- Gathering consumer, family, advocate and provider input
- Gathering stakeholder concerns

5. The Long Term Care Council will be the primary long term care planning body, and the repository for input from individuals and other planning groups. The agenda of each monthly meeting will include a planning topic related to the transition to the new system. Topics will include such items as governance and consumer involvement in the new system; enrollment plan, continuity of consumer care, etc.